BUSINESS PLAN

FOR THE PERIOD OF 2003/2004 TO 2005/2006

Persons with Developmental Disabilities
Alberta Provincial Board

CONTENTS

ACCOUNTABILITY STATEMENT 2
Board Membership 3
Community Governance 4

THE COMMUNITY GOVERNANCE STRUCTURE 3
ROLES AND RESPONSIBILITIES 3
Customer Focus 5

THE COMPREHENSIVE BUSINESS PLAN 5
BUSINESS PLAN PRIORITIES 5
PDD Vision 5
PDD Principles for Determining Individual Support Needs 6
PDD Mission 7
Values 7
Core Businesses 7

PDD GOALS, STRATEGIES AND MEASURES 7

8
Strategies 8
Performance Measures 9

10
Strategies 10
Performance Measures 10

11
Strategies 11
Performance Measures 11

12
Strategies 12
Performance Measures 12

13
Strategies 13
Performance Measures 14

OPERATING STATEMENT — BUSINESS PLAN 15

Front cover (clockwise from top): Veronica Rolfe; Craig Decoux; Brent Benson; Jason Chapman; Lois Hole, Lieutenant Governor of Alberta; Jodi Reid; Catherine Thornberry; Lorrie Anderson; Doug Edey

Betty Thompson
Chairperson, Provincial Board

ACCOUNTABILITY STATEMENT

This business plan outlines activity for a three-year period commencing April 1, 2003, and was prepared under the direction of the Provincial Board in accordance with the *Government Accountability Act* and the government's accounting policies. The Board operates under the authority of the *Persons with Developmental Disabilities Community Governance Act* and is therefore accountable to the Minister of Community Development and to the community and people it serves.

I understand and am aware that all of government's policy decisions as of April 8, 2003 that may bear any material, economic or fiscal implications have been considered in preparing this plan. What's more, the Board's priorities were developed within the context of the government's business and fiscal plans.

The PDD Board stands by the contents of this document and is committed to achieving the outcomes as stated herein

Betty Thompson, Chairperson
Persons with Developmental Disabilities Provincial Board

BOARD MEMBERSHIP

PROVINCIAL BOARD MEMBERS

Betty Thompson, *Chair*
Blair Lundy, *Vice Chair*
Paul Renfree, *Northwest Region*
Don Schultz, *Northeast Region*
Don Risdon, *Edmonton Region*
Gayle Moss, *Central Region*
Keith Rolfe, *Calgary Region*
Sharon Rowntree, *South Region*

MEMBERS-AT-LARGE

Norma Berg
Donna Desjardins
Jim Johnson
Gordon Pearce
Donald Saunderson
Frank Schoenberger
Barbara Stewart

COMMUNITY GOVERNANCE

THE COMMUNITY GOVERNANCE STRUCTURE

The PDD community governance structure, as established in legislation, consists of a Provincial Board and six Community Boards. The PDD Provincial Board reports to the Minister of Community Development, who appoints the PDD Board members. The Community Boards are accountable to the Minister through the PDD Provincial Board.

It is essential that the issues and needs — as well as the thoughts and ideas — of adults with developmental disabilities and their families/guardians are brought to the attention of the Provincial Board as part of the process to establish provincial direction, policy and long term program direction. To this end, the Chair of each Community Board sits as a full voting member of the Provincial Board. Each Chair also brings forward information gathered through local consultation processes. The Provincial Board uses this information to make decisions on provincial directions in keeping with perspectives provided by the members at large.

ROLES AND RESPONSIBILITIES

The roles and responsibilities of the Minister and the PDD Boards are set out in the *Persons with Developmental Disabilities Community Governance Act*.

Minister's Role

The Minister provides strategic direction; set goals and standards; and evaluates results with respect to supports for adults with developmental disabilities. Additionally, the Minister works with other ministers and governments to co-ordinate the provision of services to adults with developmental disabilities and ensures reasonable access, comprehensiveness and portability across regions in the delivery of supports to adults with developmental disabilities.

Photos (l – r): Wanda Thorensen, Hon. Gene Zwozdesky, Provincial Board members

The Persons with Developmental Disabilities Provincial Board works under the direction of the Minister, within the context of the Ministry of Community Development. The Ministry furthers its mission of community development, fairness and inclusion in its work with PDD by co-ordinating the PDD allocation and annual financial reporting to government, as per the *Government Accountability Act*; supporting PDD in the achievement of the Board's Mission and Mandate and collaborating with PDD in initiatives that fall within the mandate of both governance entities.

Provincial Board Role

The Provincial Board promotes the inclusion of adults with developmental disabilities in community life by developing, overseeing and evaluating the implementation of a provincial plan and policies for the provision of consistent, quality supports and services to adults with developmental disabilities. The Provincial Board funds, coordinates, monitors and assesses the activities of PDD Community Boards, as well as working with the Government and public and private bodies to co-ordinate the provision of supports and services to adults with developmental disabilities.

Community Board Role

The Community Boards develop, subject to approval of the Provincial Board, a regional plan for the delivery of supports and services to adults with developmental disabilities that is aligned with the Provincial Board Business Plan and reflects community priorities and the needs of the region. Community Boards oversee and evaluate the implementation of the plans and management of the provision of supports and services to adults with developmental disabilities in a way that is responsive to the needs of those adults, meets standards, and ensures reasonable access. Community Boards also co-ordinate with other Community Boards and public and private bodies, the provision of supports and services to adults with developmental disabilities.

Photos (l – r): Jodi Reid; Doug Edey; Michael Boyd; Kaly-Jo Schultz; Lois Hole, Lieutenant Governor of Alberta; Linda Pollitt; Wanda Thompson; Jason Chapman; Gail Surkan, Mayor of Red Deer Self-Advocates; Board members and staff, Central Region

CUSTOMER FOCUS

Our customers are adult Albertans with developmental disabilities and their families/guardians. The PDD Provincial Board, in partnership with Community Boards, funds supports for adults with developmental disabilities and their families/guardians, including: direct and community living supports, employment supports, community access supports, and specialized community supports.

In 2002/03 the Provincial Board provided supports to 8550 adults with developmental disabilities.

THE COMPREHENSIVE BUSINESS PLAN

The Provincial Board Business Plan provides a comprehensive overview of the strategic directions, goals, performance measures and resource requirements for the whole PDD system; and establishes a framework for each Community Board Business Plan. The plan is developed through consultation with individuals with developmental disabilities, their families/guardians[1] and other stakeholders and in collaboration with Community Boards. For example, the Provincial Board's Strategic Forum held in June 2002, was an important opportunity for consultation for the Provincial Board.

STRATEGIC CHALLENGES

PDD strives to assist individuals with developmental disabilities to be included in their communities, within a rich, flexible network of natural, generic and PDD-funded supports. The Provincial Board's ongoing challenges provide a context for the strategic directions in the business plan. These challenges include:

- Finding the right balance of natural and service sector supports for adults with developmental disabilities.
- Ensuring supports and funding are flexible enough to meet individual needs, and adapt as needs change.
- Ensuring supports for vulnerable individuals and families can be sustained despite fluctuations in government revenues and increasing numbers of requests for supports.
- Effectively sharing decision-making with the individuals and families who are supported by PDD.
- Consistently recognizing the value of the service sector as the foundation on which PDD is built.
- Recognizing that families and communities build capacity to include and support individuals with developmental disabilities much more effectively than systems can.
- Coordinating supports with Albertans with disabilities across all government ministries.

Photos (l – r): Veronica Rolfe, Craig Decoux, 2002 Provincial Board Strategic Forum

[1] Some adults with developmental disabilities are not able to speak on their own behalf. Private and public guardians and, at times, their friends or advocates are consulted to identify issues and needs on behalf of the individual with developmental disabilities. In reference to individuals with developmental disabilities and their families, this document includes the implied role of guardians, friends and advocates.

PDD PRINCIPLES FOR DETERMINING INDIVIDUAL SUPPORT NEEDS

FOUNDATION PRINCIPLE

Individuals, with the assistance of their families and friends, are the primary source for identifying what is best for themselves and what kinds of support they require.

BUSINESS PLAN PRIORITIES

The PDD Provincial Board's priorities are directed at strengthening community inclusion for adults with developmental disabilities by focusing on:

- homes in the community for adults with developmental disabilities
- employment in the community for adults with developmental disabilities
- supporting and strengthening the service sector workforce who provide services to adults with developmental disabilities.

PDD VISION

An Alberta that honors and respects the dignity and equal worth of persons with developmental disabilities.

WE SEE PEOPLE WITH DEVELOPMENTAL DISABILITIES:

- living and participating in communities as full citizens
- having control and choice in the activities of their daily lives
- participating with other citizens in ordinary life activities of working, socializing and conducting daily affairs.

WE SEE:

- supports and systems that enable people to reach their goals.
- highly valued staff providing outstanding service
- a governance system that is responsive to individuals, families, guardians, and their community.

Photos (l – r): Doug Edey; Back row: Ed Topliss, Paul Colibaba, Front row: Rick Laborte, Diane Wood, Catherine Thornberry, Lorne Anderson

PDD MISSION

To create an Alberta where adults with developmental disabilities are included in community life.

VALUES

- Treating people with integrity, dignity and respect.
- Being open and honest in all dealings with others.
- Creating equity, effective stewardship and accountability.
- Ensuring choices are available for persons with developmental disabilities.

CORE BUSINESSES

- To enable adults with developmental disabilities to sustain quality lives.
- To ensure the community governance system is responsive and accountable to individuals with developmental disabilities, their families/ guardians and their communities.
- To recognize and strengthen communities' ability to include persons with developmental disabilities in community life.

PDD GOALS

1. Adults with developmental disabilities are living quality lives as full citizens in their communities.
2. The community rehabilitation service sector is supported and valued.
3. Community capacity to include individuals with developmental disabilities is strengthened through the PDD Boards' work with other jurisdictions and organizations.
4. Adults with developmental disabilities and their families/ guardians are the primary voice in setting the direction of PDD.
5. PDD community governance is effective and accountable.

Photos (l – r): Roy Skoreko, Brent Benson. Back row: Nancy Blevins, Fran Cooke, Patricia Bowman. Front row: Heather Cooke, Jodi Chesney, Carol Chesney

GOALS, STRATEGIES AND MEASURES

Core Business: To enable adults with developmental disabilities to sustain quality lives

GOAL 1

Adults with developmental disabilities are living quality lives as full citizens in their communities.

STRATEGIES

1.1 Ensure all PDD-funded service providers are certified under the Alberta Association of Rehabilitation Centres (AARC) *Creating Excellence Together Standards (CET).*

1.2 Ensure the *CET* survey process provides valid and reliable results.

1.3 Implement the Provincial Board's policy for research and research-related projects.

1.4 Establish a provincial approach to address the issue of preventing abuse of individuals with developmental disabilities.

1.5 Support Community Boards to facilitate community employment for adults with developmental disabilities.

1.6 Ensure operational policy and procedures incorporate the recommendations from the Improving Stability and Predictability Report.

1.7 Implement the recommendations of the PDD Funding Review, conceptual design phase.

1.8 Support initiatives and organizations that facilitate opportunities for individuals with developmental disabilities to build and strengthen personal support networks in the community.

PERFORMANCE MEASURES

1.A Percentage of *CET Quality of Life* Standards met by PDD-funded service providers.

RESULTS			TARGETS		
2000/01	2001/02	2002/03	2003/04	2004/05	2005/06
87.7%	93.2%	94.0%	90%	90%	93%

Source: CET Certification Survey results during a fiscal year

1.B Individuals with developmental disabilities satisfied with PDD-funded services.

RESULTS			TARGETS
1998/99	2000/01	2002/03	2004/05
NA%[2]	93.8%	94.4%	90%

Source: PDD Satisfaction Survey

1.C Families/guardians satisfied with PDD-funded services.

RESULTS			TARGETS
1998/99	2000/01	2002/03	2004/05
88.2%	90.2%	88.7%	90%

Source: PDD Satisfaction Survey

2 The 1999/2000 and 2001/2002 Survey results for individuals are not directly comparable because some of the questions were revised in the second survey.

GOAL 2

The community rehabilitation service sector is supported and valued

STRATEGIES

2.1 Formally recognize exemplary service and leadership among PDD service providers and staff.

2.2 In partnership with the Alberta Association of Rehabilitation Centres and other provincial associations and post-secondary educational institutes, continue to implement a Workforce Strategy that addresses issues of recruitment, retention and compensation in the community rehabilitation sector.

2.3 Implement a Provincial Communication Strategy to increase public understanding and appreciation for the services provided by the community rehabilitation sector.

2.4 Develop and implement professional development opportunities that support the learning needs of staff.

PERFORMANCE MEASURES

2.A PDD employees satisfied with their work as government employees.

RESULTS			TARGETS		
2000/01	2001/02	2002/03	2003/04	2004/05	2005/06
91% of employees	85% of employees	87%		90% or more	

Source: Alberta Gov Core Human Resource Measures 2000 Survey

2.B Community service provider staff retention

RESULTS			TARGETS		
2000	2001	2002	2003	2004	2005
65.6%	68.7%	68.1%	Increase each year		

Source: PDD Staff Turnover Survey

GOAL 3

Community capacity to include individuals with developmental disabilities is strengthened through the PDD Boards' work with other jurisdictions and organizations.

STRATEGIES

3.1 Work with other jurisdictions at the local and provincial level to ensure persons with developmental disabilities have access to appropriate transportation, housing, learning options and other supports they require to be fully included in their communities.

3.2 Support Community Boards to strengthen connections to generic community supports for individuals with developmental disabilities and their families.

3.3 Work with Community Development to implement the recommendations from the 2002 Futures Summit to benefit persons with developmental disabilities.

3.4 In partnership with Community Boards, strengthen communities' capacity to include Alberta's First Nation, Metis, and other Aboriginal people with developmental disabilities.

3.5 In partnership with Community Boards, form links with other jurisdictions to ensure adults with developmental disabilities who have additional challenges and needs receive appropriate supports.

3.6 Share PDD program delivery expertise with groups developing supports for individuals with other disabling conditions who do not meet the mandate of PDD.

PERFORMANCE MEASURES

3.A Number of collaborative initiatives and partnerships between PDD Boards and entities at the federal, provincial and local level to address community inclusion for adults with developmental disabilities.

RESULT	TARGET		
2002/03	2003/04	2004/05	2005/06
Initial report tabled with the Board	Progress reported	Progress reported	Progress reported

Source: Annual Report submissions

GOAL 4

Adults with developmental disabilities and their families/ guardians are the primary voice in setting the direction of PDD.

STRATEGIES

4.1 Support the development of leadership skills by individuals with developmental disabilities, their families, guardians and personal support networks at Provincial and Community Board levels, by promoting and supporting:

a. Training opportunities for individuals, their families/guardians and members of their personal support networks to develop and strengthen leadership skills;

b. Family and self-advocate information exchanges.

4.2 Promote the inclusion of individuals, family members and guardians in policy development, with appropriate supports, at every level, including Community Boards and community service provider organizations.

4.3 Involve, listen and respond to adults with developmental disabilities, their families, guardians and personal support networks through a range of interactive forums at the Community and Provincial Board level.

PERFORMANCE MEASURES

4.A Individuals satisfied that their respective Board listened and used their input in setting the direction of PDD.

RESULTS		TARGET
2000/01	2002/03	2004/05
55.9%	74.2%	65%

Source: PDD Satisfaction Survey

4.B Families and guardians satisfied that their respective Board listened and considered their input when setting the direction of PDD.

RESULTS		TARGET
2000/01	2002/03	2004/05
66.8%	70.2%	70%

Source: PDD Satisfaction Survey

GOAL 5

PDD community governance is effective and accountable

STRATEGIES

5.1 Systematically review the effectiveness of the Provincial and Community Board governance, as per the *PDD Community Governance Act 10 (h)*.

5.2 Demonstrate leadership in identifying and communicating best practices in the field of community governance.

5.3 Ensure the PDD Appeals process is accessible and outcomes are consistent with the *Community Governance Act*.

5.4 Implement a Provincial Communication Strategy to increase public acceptance of community inclusion for individuals with developmental disabilities.

5.5 Assess progress in achieving the PDD Provincial Board's Strategic Plan, "*Charting the Future Direction 1999 – 2009*," and the degree to which Albertans with developmental disabilities are included in community life.

5.6 Establish a long-term strategy for ensuring supports for individuals with developmental disabilities and families are sustainable within resources.

5.7 Facilitate equity in allocations among PDD Community Boards.

5.8 Ensure PDD Boards, provincially and at the regional level, manage within allocation.

5.9 Manage and coordinate PDD Board member recruitment to ensure board member resources are available to meet board needs and governance requirements".

PERFORMANCE MEASURES

5.A. Percentage of individuals who are aware of and understand the purpose of the PDD Boards.

RESULTS			TARGET
1998/99	2000/01	2002/03	2004/05
NA%	28.2%	44.0%	Incremental increase annually

Source: Satisfaction Survey

5.B Percentage of families/guardians who are aware of and understand the purpose of the PDD Boards.

RESULTS			TARGET
1998/99	2000/01	2002/03	2004/05
66.9%	85.8%	90.4%	Incremental increase annually

Source: Satisfaction Survey

5.C Families/guardians satisfied with the direction/role of the PDD Boards.

RESULTS			TARGET
1998/99	2000/01	2002/03	2004/05
NA	82.9%	80.9%	Incremental increase annually

Source: Satisfaction Survey

5.D Provincial and Community Boards achieve balanced budgets.

RESULTS			TARGET
1998/99	2000/01	2002/03	2004/05
100%	100%	100%	100%

Source: Financial Reports

PERSONS WITH DEVELOPMENTAL DISABILITIES PROVINCIAL BOARD

OPERATING STATEMENT — BUSINESS PLAN

2003/2004 TO 2005/2006

(in $ thousands)

	2002/03		2003/04		2004/05	2005/06
	Budget	**Actual**	**Estimates**	**Allocation**	**Target**	**Target**
REVENUE						
Grant from Community Development	404,897	404,227	441,037	441,037	454,037	473,037
Other Revenue	500	262	500	500	500	500
	405,397	**404,489**	**441,537**	**441,537**	**454,537**	**473,537**
EXPENSES						
Financial Assistance to Community Boards:						
Northwest Community Board	14,278	15,048	15,639	16,209	16,814	17,696
Northeast Community Board	18,340	19,399	20,697	21,500	22,328	23,537
Edmonton Community Board	111,093	116,105	122,908	126,240	130,332	136,284
Central Community Board	104,513	107,108	111,966	112,901	114,727	117,477
Calgary Community Board	93,421	96,663	102,473	106,245	110,261	116,135
South Community Board	42,921	44,456	47,111	48,105	49,503	51,512
Supports to Delivery System	21,313	5,750	21,277	10,279	10,467	10,751
Board Governance	140	159	148	148	155	155
	406,019	**404,688**	**442,219**	**441,627**	**454,587**	**473,547**
Net Operating Results	**(622)**	**(199)**	**(682)**	**(90)**	**(50)**	**(10)**
Budget Increase from prior year						
In $				36,939	12,960	18,960
As a %				9.13%	2.93%	4.17%

High Level
Fort McMurray
Peace River
McLennan
Grande Prairie
High Prairie
Slave Lake
Lac La Biche
Athabasca
Cold Lake
Bonnyville
Whitecourt
Westlock
Grande Cache
Barrhead
St. Paul
Edson
Vegreville
Vermilion
Hinton
Edmonton
Leduc
Llydminister
Drayton Valley
Camrose
Wetaskiwin
Wainwright
Rocky Mountain House
Red Deer
Stettler
Innisfail
Olds
Drumheller
Canmore
Calgary
Brooks
Claresholm
Taber
Medicine Hat
Lethbridge
Coaldale
Blairmore
Legend
Community Boards
Provincial Board Office
Northwest Region
Central Region
Northeast Region
Calgary Region
Edmonton Region
South Region

Persons with Developmental Disabilities
Alberta Provincial Board

Peace Hills Trust Tower
4th Floor, 10011 – 109 St
Edmonton, Alberta
Canada T5J 3S8

Phone 780.427.1177
Fax 780.427.1220
Web www.pdd.org